

2005 Stakeholder Review Form

Agency:

Date:

Reviewer:

We appreciate you taking the time to review this strategic business plan. Feel free to provide overall feedback on the plan and/or utilize the following guidelines to facilitate the critique of each business plan section. Completion of this form is not required.

Overall Feedback:

Guidelines for Section Critique of Plan

Mission Statement Review:

The purpose of reviewing the mission statement is to insure that the Department/Agency has the most up to date statement of its primary purpose, the type of service offered, the primary customers served, and the expected benefits of its service(s).

- In your view, does the mission communicate effectively and clearly the purpose and scope of the department/agency?

Comments:

Business Environment Review:

Departments must perceive and anticipate what is ahead for their customers and their employees to effectively influence the future. The business environment assessment provides the information and perspective that gives context for the development of strategic results, the mission, and programs that will focus resources on desired results.

- In your view, does the business environment assessment included in this plan help the organization anticipate and plan for significant issues that might impact its customers and employees?"

Comments:**Strategic Results Review:**

Strategic results state significant outcomes to be achieved over the next two to five years. These articulate, in terms of results, what the department/agency must do in order to proactively respond to the major issues facing the department/agency. The strategic issues are reported in the business environment section of the plan.

- In your view, do the strategic results express how the department/agency intends to respond, in a proactive manner, to major issues and trends identified in the business environment section?

Comments:**Organizational Structure Review:**

A sound organizational structure aligns the strategic part of the plan – mission and strategic results – with the operational part of the plan – lines of business, programs, and services. Such an alignment helps identify the resources needed to cost-effectively accomplish results for customers.

Note: It is recommended to review the organizational structure *after* reviewing each of the programs, which are illustrative of the agencies' operational results.

- In your view, are the lines of business and programs listed in the plan consistent with the organization's mission and strategic results? Based on your understanding of the organization, are any lines of business and/or programs not needed for the organization to pursue its mission and strategic results? Are any lines of business and/or programs missing from the plan, based on the organization's mission and strategic results?

Organizational Structure Review (Continued):

Comments:

Program Review:

The purpose of reviewing programs is to insure that *program purpose statements* are aligned with the *agency mission statement*, to insure that *program performance measures* are aligned with *program purpose statements*, and to insure that *program performance measures* provide information needed to support *performance-based management and budgeting*.

Purpose statements are clear, concise, and results-oriented statements that integrate the program name, the service or product delivered to the customer and the intended benefit for the customer.

- In your view, are the *products and/or services* and *intended benefits* identified in the program purpose statements valuable to customers, stakeholders and/or the community?

Comments:

Performance measures generate the information that managers need to produce results and determine the degree to which the results are being achieved. Performance measures define the information that management needs to deliver cost-effective services to program customers.

- In your view, does each set of program performance measures provide sufficient information to assess whether or not the program is efficiently and effectively achieving its purpose?

Comments: